

Office Products Sign-In Error Fix

Summary

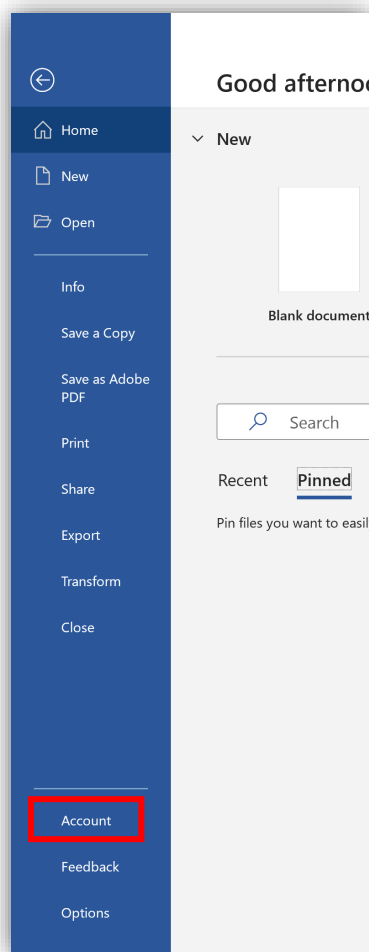
Provided below are instructions for resolving the “Sign In” prompt when attempting to edit a word, excel, or PowerPoint file.

Notes

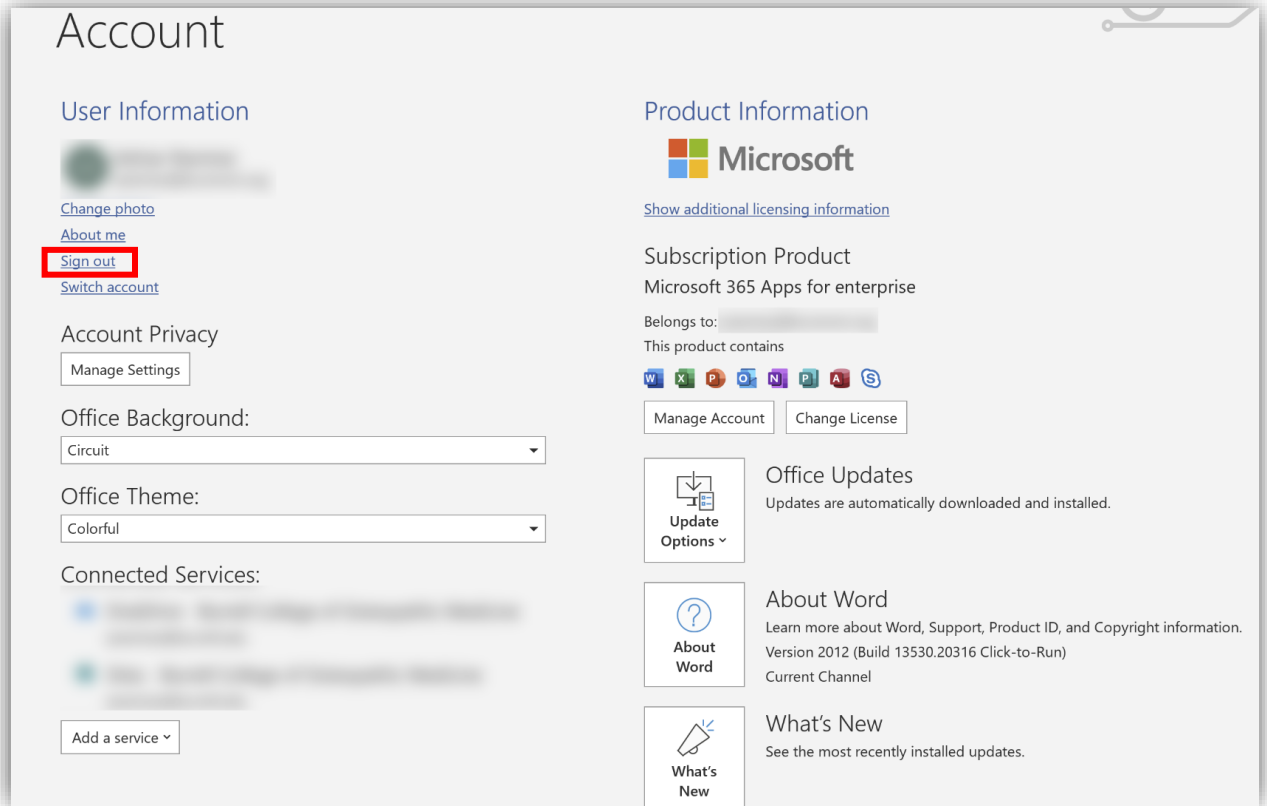
- You will not lose any of your saved Office product files.
- You do not need administrator rights to perform this fix.

Fixing Office products Sign-in prompt

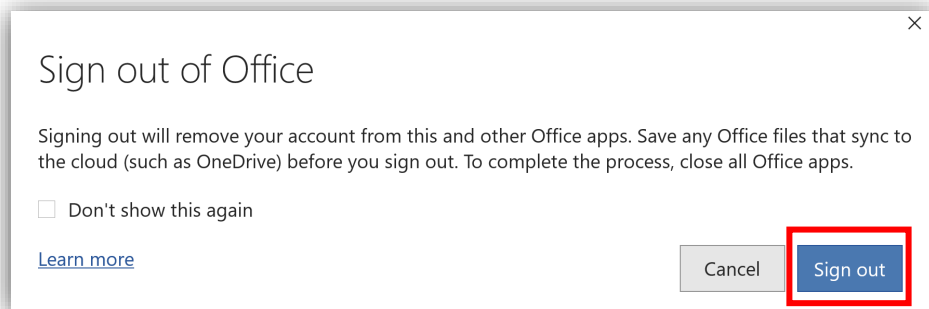
1. Save any open office files and close any open MS Office products.
2. Open the Word application.
3. On the left side panel, click the “Account” tab.



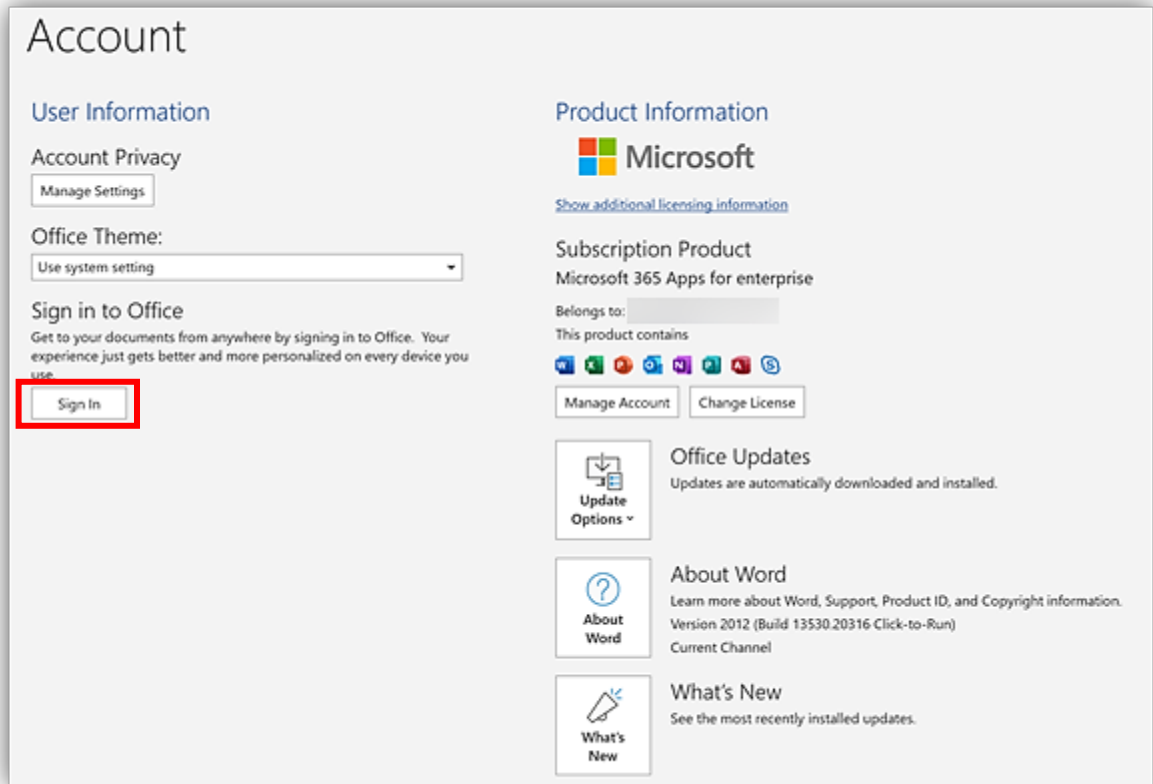
4. On the right-side panel, underneath User Information, click the “Sign out” link.



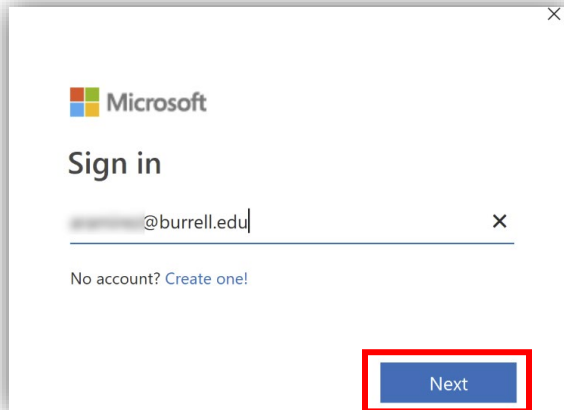
5. If you get the following prompt, click “Sign out”.



6. After a few seconds the windows will change. Click the “Sign In” button.

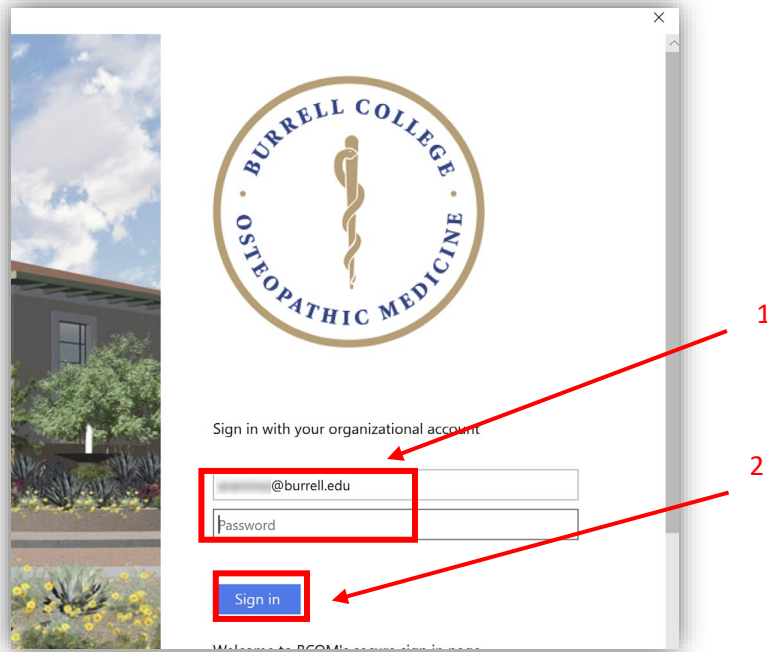


7. A new window will appear, enter in your Burrell.edu email address, click “Next”.



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- A new window will appear, enter your Burrell email and password, **make sure to enter in the new Burrell.edu address**, click “Sign in”.



- The window will take you back to the Word application, verify underneath User Information displays your Burrell.edu account.
 - If this does not resolve the “Sign-In” prompt, please put in a work order with IT: https://burrellcollege.on.spiceworks.com/portal_registrations

